

## For more Information

You can contact any of these agencies:



### **Disability Rights Advocacy Service**

Shop 4 / 80 Henley Beach Road  
Mile End SA 5031  
Telephone: (08) 8351 9500

### **Equal Opportunity Commission (SA)**

Level 17 / 45 Pirie Street  
Adelaide SA 5000  
Telephone: (08) 8207 1977  
TTY: (08) 8207 1911

### **Disability Advocacy and Complaints Service of SA Inc**

29 High Street  
Kensington SA 5068  
Telephone: (08) 7122 6030  
National Relay Service : 1800 555 630

### **Independent Advocacy SA Inc**

99 Frome Street  
Adelaide SA 5000  
Telephone: (08) 8232 6200

### **Health & Community Services Complaints Commissioner (HCSCC)**

Level 4 / 50 Grenfell Street  
Adelaide SA 5000  
Telephone: (08) 8226 8666

### **Family Advocacy Inc**

5 Ninth Street  
Bowden SA 5007  
Telephone: (08) 8340 4450

## scosa contact

To receive more information please contact the General Manager, Client Services on 8347 2664



**scosa**, Spastic Centres of South Australia Inc

100 Woodville Road / PO Box 49  
Woodville SA 5011

**P:** (08) 8347 2664

**F:** (08) 8347 2208

**E:** [info@scosa.com.au](mailto:info@scosa.com.au)

**W:** [scosa.com.au](http://scosa.com.au)

follow us



# Client Grievance Information Booklet

(Easy English)

**scosa** wants to provide you with excellent services.



**scosa** encourages people to resolve problems, issues or disputes before they become grievances.

**scosa** wants to know if you are not happy about something that happens whilst you are at **scosa**. We need to know about any problems so that we can work together to try and fix them.



Unhappy

### What is a grievance?

A grievance is when you feel very unhappy about the service you or someone you know is receiving.



Angry

You may believe you have been treated unfairly or disagree with a decision or action that has been taken or not taken. There is a formal process **scosa** works through to resolve your grievance.

### What to do if you have a grievance at scosa

If you want something changed, tell your Team Leader or another **scosa** staff member what it is you are concerned about or that is making you unhappy.



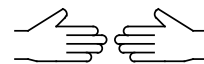
Talk

You have the right to have your grievance heard, respected and resolved quickly and fairly without feeling upset.



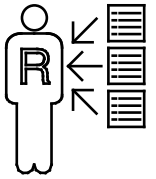
Listen / Hear

**scosa** staff will handle your grievance in a fair, friendly and professional way. You don't need to be afraid to talk about your problem as it will be taken seriously and treated as private and confidential.



Help

How to make a problem or concern known



Here are some things you can do:

- If your problem is about one person, we encourage you to try and talk to them about it and ask them to help you with it.
- You can talk to any staff at the Community Centre and, with your permission, they can assist you in resolving the problem.
- You can also talk to the Community Services Manager or the General Manager-Client Services and ask them for help.
- You can contact **scosa** at the Woodville address.
- If you are still not happy after that, you could contact your Service Coordinator from Disability SA or contact any of the agencies listed on the back of this brochure.

